



**Health Services**  
LOS ANGELES COUNTY

Los Angeles County  
Board of Supervisors

Gloria Molina  
First District

Mark Ridley-Thomas  
Second District

Zev Yaroslavsky  
Third District

Don Knabe  
Fourth District

Michael D. Antonovich  
Fifth District

Mitchell H. Katz, M.D.  
Director

Hal F. Yee, Jr., M.D., Ph.D.  
Chief Medical Officer

Christina R. Ghaly, M.D.  
Deputy Director, Strategic Planning

July 25, 2012

TO: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: *for* Mitchell H. Katz, M.D.  
Director

SUBJECT: **REQUEST TO EXECUTE A NEW INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER FOR VOIP  
SUPPORT – DEPARTMENT OF HEALTH  
SERVICES**

313 N. Figueroa Street, Suite 912  
Los Angeles, CA 90012

Tel: (213)240-8101  
Fax: (213) 481-0503

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles County  
residents through direct services at  
DHS facilities and through  
collaboration with community and  
university partners.*

This is to advise you of my intent to request the Internal Services Department (ISD) to execute a new ITSSMA Work Order for one (1) Consultant for 18 months. This Work Order request is to provide a Cisco VoIP Telephone System and Cisco Unity Voice Mail System technical support staff person for the Department of Health Services (DHS), LAC+USC Medical Center.

In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that will exceed \$300,000. This new ITSSMA Work Order and two additional related Work Orders exceed this threshold amount. All three Work Orders fall under the same ITSSMA Skill Category XII (Communications Support Services) and are for support of the network telecommunications at LAC+USC Medical Center hence are considered a single project by ISD. (See Attachment A).

**BACKGROUND**

The DHS, Information Technology (IT), Network Management Section provides ongoing maintenance and support of the Cisco VoIP Telephone and Voice Mail Systems including 4,500 VoIP phones, 750 VoIP wireless phones, and 3000 Voice Mail Boxes at LAC+USC Medical Center. The subject Work Order provides contract staff to augment County staff in providing this support.

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)



## **JUSTIFICATION**

This request for a new ITSSMA Work Order is necessary due to the lack of sufficient County IT employees to support these two crucial Systems. DHS recognizes the need to reduce the long-term dependence on ITSSMA contractors and is preparing a transition plan to eliminate a future need for this Work Order by having County staff with the appropriate skills.

## **SCOPE**

The scope of work under this Work Order includes the following:

- **VoIP System Support** - Monitors, configures, installs, and troubleshoots VoIP Telephony System, including Cisco Unified Communication Manager 6.1 cluster including CUCM Publisher, Subscribers, DHCP, and TFTP Servers. Monitors and manages the VoIP Telephony application software and hardware including Cisco Unified Operations Manager (CUOM), Cisco Call Detail Recording Analysis and Reporting (CAR), and VoIP Device Inventory. Monitors and manages 36 PRI for PSTN, NEC PBX interface, Cisco 3845 voice gateways, and Cisco VG224 analog gateways. Engages in installing and configuring third party hardware and software required to provide the additional feature and the integration of the VoIP Telephony System.
- **VoIP MAC Support** - Provides on-going support on Add, Move, and Changes (MAC) activities for VoIP phones, wireless phones, and Unity Voice Mail system, including 4,500 VoIP phones, 750 VoIP wireless phones, and 3000 Voice Mail boxes. Applies software fixes and security patches according to product vendor recommendations. Makes routine modification to software and hardware configurations to accommodate the requirements for workload, performance, and reliability.
- **VoIP Planning Support** - Conducts a site survey of existing facilities to gather and document information required for the planning and implementation of Telephony (VoIP) systems when upgrades and retrofit works are needed. Analyzes trends and statistics regarding Faults and Performance of IP Telephony Systems and the underlying Data Network infrastructure.
- **Evaluates New Products and Service** - Evaluates, tests, measures, and compiles data for operation statistics and performance statistics reports on the VoIP Telephony System. Provides recommendations on new hardware application and services.
- **Mentoring and Knowledge Transfer** – Works with DHS technical staff and facilitates the transaction of support responsibilities to DHS technical staff.

**FINANCIAL IMPACT**

The maximum obligation for this new Work Order is \$250,000. The funds for this Work Order are currently in the Fiscal Year 2012-13 Health Services Administration operating budget and has been requested in the Fiscal Year 2013-14 budget.

**CLOSING**

Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to execute a new Work Order. DHS will not request any amendments to increase the period of performance or increase the total maximum amount for the resultant Work Order or any of the Work Orders detailed in Attachment A to this Board Notice. If no objection is received from your Board within ten business days upon receipt of this Board notification, we will request ISD to proceed with the execution of this new Work Order.

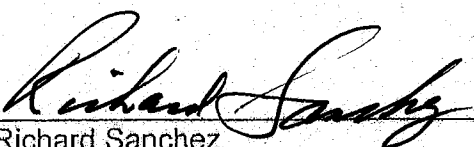
If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

Attachment

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Chief Information Office  
Internal Services Department

REVIEWED BY:

  
Richard Sanchez  
Chief Information Officer

7-30-12  
Date

## ATTACHMENT A

## RELATED ITSSMA WORK ORDERS FOR LAC+USCMC

WORK ORDER NO.	DESCRIPTION OF WORK	START DATE	END DATE	WORK ORDER AMOUNT
12-2242	One Cisco Network Support Engineer to install and configure networking devices at LAC+USCMC. (ITSSMA Category 12C-2)	April 23, 2009	11/30/2012	\$299,999.00
12-2276	Two Network Consultants to install, configure, and manage networking devices at LAC+USCMC. (ITSSMA Category 12C-2)	February 3, 2010	2/28/2013	\$300,000.00
New Work Order	One VoIP Support Staff to install, configure, and manage Cisco VoIP Telephone System and Cisco Unify Voice Mail System at LAC+USCMC. (ITSSMA Category 12B-4)	TBD	18 months	\$250,000.00
GRAND TOTAL				\$849,999.00